

IN THE CLAIMS

This listing of claims will replace all prior versions, and listing, of claims in the application.

1. (Currently amended) A method of supporting a software program, comprising:
receiving error data for at least a first error, said at least first error including a user error performed by a user in operating the software program;
identifying a patch for said at least first error; and
forwarding said patch to update said software program.

2. (Original) The method of claim 1, wherein said error data comprises:
first data identifying said at least first error.

3. (Original) The method of claim 2, wherein said first data includes an error code.

4. (Original) The method of claim 2, wherein said first data includes an error code and an application identifier.

5. (Original) The method of claim 1, further comprising:
monitoring said software program for the generation of errors; and
identifying said at least first error.

6. (Original) The method of claim 1, further comprising:
notifying a third party of said at least first error.

7 and 8. (Canceled)

9. (Currently amended) The method of claim 8 1, wherein said user error is a failure to properly operate said software program.

10. (Currently amended) The method of claim 8 1, wherein said user error is a failure to efficiently operate said software program.

11-13. (Canceled)

14. (Original) The method of claim 1, wherein said forwarding said patch further comprises: forwarding supporting information to said user device.

15. (Original) The method of claim 14, wherein said supporting information includes an advertisement.

16. (Original) The method of claim 14, wherein said supporting information includes a set of instructions for operating said software program.

17. (Original) The method of claim 1, further comprising: receiving payment for said patch.

18. (Currently amended) The method of claim 17, wherein said payment is received from a user of said user device.

19. (Original) The method of claim 17, wherein said payment is received from a provider of said software program.

20. (Original) The method of claim 2, wherein said error data further comprises: second data identifying at least a first condition under which said at least first error occurred.

21. (Currently amended) A device for supporting software on at least a first user device, comprising:
a processor;
a communication device, coupled to said processor, receiving error information for at least a first error from said at least first user device, said at least first error including a user error performed by a user in operating the software; and
a storage device in communication with said processor and storing instructions adapted to be executed by said processor to:
identify a patch for said at least first error; and
forward said patch to update said software on said at least first user device.

22. (Original) The device of claim 21, wherein said error information comprises:
first information identifying said at least first error; and
second information identifying at least a first condition under which said at least first error occurred.

23. (Original) The device of claim 22, wherein said first information includes at least an error code and an application identifier.

24. (Original) The device of claim 21, further comprising instructions adapted to be executed by said processor to:
notify a third party of said at least first error.

25. (Currently amended) A system for supporting software, comprising:
at least a first user device having
a processor;
a communication device, coupled to said processor, configured to send and receive data over a network; and
a storage device in communication with said processor and storing instructions adapted to be executed by said processor to
execute at least a first software program;
monitor said at least first software program for errors; and
forward error information about an at least first error to a controller, said at least first error including a user error performed by a user in operating the software program;
said controller having
a controller processor,
a controller communication device, coupled to said controller processor, configured to send and receive data over said network; and
a storage device in communication with said controller processor and storing instructions adapted to be executed by said controller processor to
receive said error information about said at least first error;

identify a patch for said at least first error; and
forward said patch to update said at least first software program on said at
least first user device.

26. (Currently amended) A computer program product in a computer readable medium for
supporting a software program, comprising:

first instructions for receiving error data for at least a first error, said at least first error
including a user error performed by a user in operating the software program;
second instructions for identifying a patch for said at least first error; and
third instructions for forwarding said patch to update said software program.
